

Fiscal Year 2020 Inspector General's Statement on the Social Security Administration's Major Management and Performance Challenges

A-02-19-50825



November 2020

Report Summary

Objective

To summarize and assess the most serious management and performance challenges facing the Social Security Administration (SSA).

Background

The *Reports Consolidation Act of 2000* requires that Inspectors General summarize and assess the most serious management and performance challenges facing agencies and the agencies' progress in addressing those challenges. The attached report provides our assessment.

Challenges

In Fiscal Year 2020, we focused on the following management and performance challenges.

- *SSA's Response to the Novel Coronavirus (COVID-19) Pandemic* - SSA must continue to serve its customers with limited service in its field offices and most employees teleworking. [Read more.](#)
- *Improve Administration of the Disability Program* - SSA continues to face challenges with pending disability hearings and related processing times. Additionally, the COVID-19 pandemic renewed challenges with pending disability claims and continuing disability reviews. [Read more.](#)
- *Improve the Prevention, Detection, and Recovery of Improper Payments* - SSA must be a responsible steward of the funds entrusted to its care by minimizing the risk of making improper payments and effectively recovering overpayments when they occur. [Read more.](#)
- *Improve Service Delivery* - SSA must address growing workloads as experienced employees are expected to retire. [Read more.](#)
- *Protect the Confidentiality, Integrity, and Availability of SSA's Information Systems and Data* - SSA must ensure its information systems are secure and sensitive data are protected. [Read more.](#)
- *Modernize Information Technology* - SSA must modernize its information technology to accomplish its mission despite budget and resource constraints. [Read more.](#)